

Subscriber Compliance Portal

Guide and Frequently Asked Questions

Getting Started

What is the Subscriber Compliance Portal?

Representatives who have been selected for a compliance examination will have been sent a Compliance Examination Notice via email from Land Services SA. This notice includes information specific to the compliance program and the transaction(s) for which evidence must be provided.

The Subscriber Compliance Portal has been developed to enable secure submission of evidence in response to a compliance audit. This guide provides information on using the portal to upload and submit your evidence, including how you can view a history of the files you have previously submitted.

How do I access the portal?

The Compliance Examination Notice sent to Representatives or Agents includes a link to the portal. Representatives will be required to use the link each time they need to access the portal.

1. Click the 'portal link' included in the Compliance Examination Notice. The portal will open in a default web browser.
2. When prompted, the following information should be entered:
 - **Email address** – this is the email address that the Compliance Examination Notice was sent to.
 - **Submission Token** – the Submission Token can be found in the Compliance Examination Notice email.
 - **Acknowledge Collection Notice** – the Collection Notice, LSSA Privacy Policy and Terms of Use will be required to be read and acknowledged by checking the checkbox.
3. Click 'Continue'. The Secure File Upload page will be displayed, allowing the Representative or Agent to upload and submit evidence files.

Do I need access to my SAILIS account?

No, access to a SAILIS account will not be required for the purposes of accessing or submitting files via the Subscriber Compliance Portal. Only an active Submission Token and a linked email address will be required. These details will be provided by Land Services SA to the Representative or Agent selected for audit, upon receipt of the Compliance Examination Notice.

Can I change the email address that I use to access the portal?

The email address to which the Compliance Examination Notice was sent to has been linked to the Submission Token. If you have concerns about the email address, please contact the Land Services SA Compliance team via email at LTOCompliance@landservices.com.au, or call us on (08) 8423 5000.

Can I access the Portal more than once?

Yes, so long as the Submission Token being used remains active. A Submission Token will become inactive if the audit has been marked complete, or if the token has been cancelled (this may occur if there is an error with the token). The system will return an error if access to the portal is attempted by using an Email Address or Submission Token that are not recognised by the system.

Who do I contact if I cannot access the portal?

Please contact the Land Services SA Compliance team via email at LTOCompliance@landservices.com.au, or call us on (08) 8423 5000 as soon as practical.

Uploading and Submitting Files

How do I upload and submit files?

The Secure File Upload page within the Subscriber Compliance Portal provides the ability to upload evidence files in response to the compliance audit. The page displays 5 file placeholders, with each placeholder allowing for a single file to be uploaded in readiness to be submitted. Additional files can be uploaded after the initial submission.

1. On the 'Secure File Upload' page, select the option next to a file placeholder to browse for a file (depending on the browser, this may say 'Choose File' or 'Browse File' or similar).
2. Locate and select the file to be uploaded using the file browser.
3. Once a file is selected, the filename will be displayed within the file placeholder. This filename cannot be changed via the portal. Steps 1-3 can be repeated for any further files that need to be uploaded.
4. Click the 'Submit' button to submit the files to Land Services SA. A confirmation email will be sent shortly after.

What evidence do I need to upload?

Applicable transaction(s) will be detailed in the 'Submission Description' field displayed on the 'Secure File Upload' page. Specific information on what evidence will be required to be uploaded and submitted to Land Services SA for each transaction will be included in the Compliance Examination Notice.

! Important: For each transaction being audited, a completed 'Subscriber Compliance Examination Checklist' must be uploaded via the Subscriber Compliance Portal. The checklist can be found in the Compliance Examination Notice.

What file types can I upload?

The portal accepts the following file types:

- PDF
- JPG
- PNG
- BMP

Is there a maximum file size?

Yes. Individual files up to but not exceeding 20MB can be uploaded. Files larger than this will not be accepted.

Can I submit more files?

Yes. To submit additional files, repeat the steps outlined in the section 'How do I upload and submit files?'. Additional files can be uploaded and submitted while still logged in to the portal, or upon re-logging into the portal at any time. Once the Compliance Team have completed the audit, the Submission Token will be marked complete and will no longer provide access to the portal.

Are there any restrictions to using the portal?

- You are unable to submit files to the portal if you are using a VPN
- You cannot submit files to the portal if you are accessing the portal outside of Australia
- Any characters in the name files will not allow upload e.g. </.'''*%\$\\

File Management and Security

How do I delete a file I have uploaded?

Files uploaded but not yet submitted can be removed from the file placeholder by clicking 'Remove' next to the file placeholder.

Can I delete files I have already submitted?

No. Once 'Submit' is clicked, the files uploaded are sent to Land Services SA for examination. If files have been submitted in error, please contact the Land Services SA Compliance Team via email at LTOCompliance@landservices.com.au, or call us on (08) 8423 5000.

Who can access the files I submit and how long will they be kept?

The Land Services SA Compliance Team, responsible for undertaking the compliance examination process, will have view-only access to the files submitted.

Further information on our approach to privacy can be found on LSSA's [Privacy page](#) including LSSA's Subscriber Compliance Portal Collection Statement and in our [SAILIS Terms of Use](#).

Confirmation and Communication

How do I know my files have submitted successfully?

Files submitted to Land Services SA via the portal are virus-scanned and securely stored awaiting the Compliance Team's examination. The system will automatically send an *Acknowledgement of Receipt* email to the email address entered when accessing the portal. This email will include the status of each file submitted:

- *Submission Successful* – the file was successfully submitted to Land Services SA and will be examined.
- *Submission Failed* – the file was not successfully submitted to Land Services SA, meaning the file cannot be examined.

A history of successful submissions can be found within the portal by clicking the 'Submission History' button on the 'Secure File Upload' page. Note that this page lists only successful submissions. File names appear partially masked to ensure data security.

What if I am asked to submit additional evidence?

During examination, the Compliance Team may identify certain evidence as being incomplete or missing. Should this be the case, they will contact the Representative via email to request the additional evidence files. These files must be uploaded and submitted via the Subscriber Compliance Portal.

How will I know once the compliance examination has completed?

Once the compliance examination has completed, an email confirming completion will be provided by the Land Services SA Compliance Team.



Further Information

For further information about the Compliance program or submitting evidence via the Subscriber Compliance Portal, please contact the Compliance team at Land Services SA:

Land Services SA

Visit: Level 9, 101 Grenfell Street Adelaide SA 5000

Compliance team email: LTOCompliance@landservices.com.au

General enquiries: (08) 8423 5000

The information contained in this publication is a guide only.



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